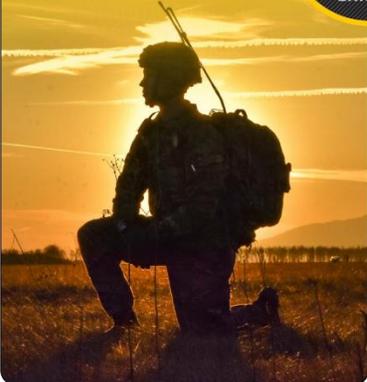




Revolutionizing Customer Support for Human Resources and Pay

The Integrated Personnel and Pay System - Army (IPPS-A) automates the customer support process that Human Resources (HR) Professionals are executing today. IPPS-A provides Soldiers the ability to initiate personnel actions on their own behalf via their mobile device, which serves as the first line of defense for HR customer support. HR Professionals have access to traceable customer support software, which connects the Total Army from the lowest echelons to Human Resources Command (HRC).

Primary support will still be delivered by battalion-level HR Professionals. IPPS-A provides HR Professionals 21st century tools to answer, triage or escalate customer support issues electronically, increasing their efficiency. IPPS-A's customer support capabilities increase unit readiness because Soldiers can focus on their mission — their service to the Nation — rather than tracking down HR and pay related answers.

| SOLDIERS | HR PROFESSIONALS | COMMANDERS |
|--|--|---|
| <p>IPPS-A's self-service functionality is the system's first line of defense for customer support. Soldiers can use their mobile devices to access tools and resources embedded into IPPS-A to answer their own questions. In addition, Soldiers can submit personnel action requests on their own behalf and submit inquiries for HR, pay or system issues. Soldiers can also reach out to the IPPS-A Service Center or their battalion-level HR Professional for additional support.</p> | <p>IPPS-A provides HR Professionals access to 21st century customer support software, which automates, tracks and manages Soldier HR and pay inquiries. This technology makes case management easier at all levels of the Army – from Soldier self-service requests to Human Resources Command (HRC). IPPS-A also automatically links to a Soldier's HR record, making research into issues easier. Should technical issues arise, HR Professionals can escalate challenges to the IT Help Desk.</p> | <p>Commanders can see increases in Soldier and unit readiness because Soldiers and HR Professional spend less time solving customer support issues.</p> |
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Want to learn more about IPPS-A?

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